



North Carolina 911 Board
Education Committee Meeting Agenda
Conference Call
Thursday, November 19, 2020
10:00AM to 11:00AM
Virtual Meeting

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
1.	Chair Opening Remarks	Chuck Greene
2.	Roll Call	Angie Turbeville
3.	Welcome	Pokey Harris
4.	Approval of October Minutes	Chuck Greene
5.	2021 Goals Review	Chuck Greene
6.	Telecommunicator Training and EMD Policy – Draft Review	Stephanie Conner
7.	Public Relations Materials	Angie Turbeville
	Adjourn	Chuck Greene



North Carolina 911 Board
Education Committee Meeting
DRAFT- Minutes

October 22, 2020 @ 10am-12pm
Virtual – Meeting was conducted using simultaneous communication.

Meeting Attendees:

Committee Members	Phone	In Person	Not in Attendance		Guests	Phone	In Person
Jeryl Anderson	X						
Chuck Greene	X						
Grayson Gusa	X						
J.D. Hartman	X						
Heather Joyner	X						
Hope Downs			X				
Brian Short	X						
Jimmy Stewart	X						
Donna Wright	X						
Staff	Phone	In Person	Not in Attendance				
Richard Bradford	X						
Stephanie Conner	X						
Kristen Falco	X						
Tina Gardner	X						
Pokey Harris	X						
Gerry Means	X						
Stanley Meeks			X				
David Newberry	X						
Marsha Tapler	X						
Angie Turbeville	X						

Agenda

1. Chair Opening Remarks – Chuck Greene kicked off the meeting welcoming the group.
2. Roll Call – Chuck asked Angie Turbeville to conduct the roll call.
3. Executive Director Opening Remarks – Pokey Harris welcomed and thanked the committee members for all their work on class eligibility, the information aides, and the attention to the website. She stated staff is speaking to the PSAPS as needed regarding COVID-19. Recognition was given to Franklin County and Heather Joyner for their recent, successful ESInet migration. Pokey gave a brief update on the ESInet migration project.

4. Approval of October Minutes – Chuck Greene asked committee members if they had reviewed the minutes and if anyone had any suggested edits or needed changes, if not he asked for a motion to approve the minutes. Donna Wright made a motion to approve and Jeryl Anderson seconded the motion. The minutes were approved.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
J.D. Hartman	X	
Heather Joyner	X	
Brian Short	X	
Jimmy Stewart	X	
Donna Wright	X	

5. Training Eligibility Requests – Buncombe County: *Priority Dispatch EMD and EPD Refresher Course*

A brief overview of the course was presented to committee members by Angie Turbeville; staff recommended to approve. Jeryl Anderson inquired if a CTO refresher course would be eligible. Angie stated if the course is presented to committee it would be given due consideration. Heather Joyner asked if the EFD refresher course could also be considered eligible. Pokey Harris stated the course would need to be brought forward to committee at the request of a PSAP. Donna Wright made a motion to approve the class and Grayson Gusa seconded the motion. A roll call vote was taken by those attending committee members. The motion will go forward to the Board at the December meeting for their consideration.

Committee Members	Yes	No
Jeryl Anderson	X	
Chuck Greene	X	
Grayson Gusa	X	
J.D. Hartman	X	
Heather Joyner	X	
Brian Short	X	
Jimmy Stewart	X	
Donna Wright	X	

6. Educations/Standards Ad Hoc Committee Update: Stephanie Conner presented a draft policy created by the ad hoc committee regarding Telecommunicator Training and EMD. There was much discussion by all committee members. Chuck suggested adding the wording *Peer Review* to the policy. Mr. Bradford stated the policy needs to be more precise and suggested adding wording to the effect - the Board can ask for additional documents. Jimmy Stewart stated he thought the last two paragraphs are redundant; suggested condensing the two last paragraphs to only one paragraph and removing evidence-based documents. Jeryl Anderson recommended removing evidence-based documents also. Jeryl asked if the committee had considered the continuing education requirement to maintain certifications. Richard Bradford stated that the law does not require

certification only initial training; the policy must follow statute. Stephanie Conner will take the committee's recommendations back to the ad hoc committee for further discussion; the next draft will come back to the Education Committee for review prior to going to the full Board for consideration.

Heather Joyner shared with the committee that the NC Department of Public Instruction Public Safety Program is adding a basic telecommunicator certification. The certification program is National Emergency Communications Institute (NECI) 9-1-1 Basic Communications Course. Currently teachers are being trained to instruct in the program.

7. Information Aid – Chuck Greene asked Gerry to present the ESInet summary document he created. Committee members provided input back to Gerry: Chuck asked to add the legacy call delivery time as a comparison to the 3 second call delivery with the ESInet; Pokey added she would like to see a quick blurb on what the ESInet is at the beginning of the document (ESInet is the vehicle, NG911 is the concept); Pokey and Richard Bradford suggested changing the wording in one sentence regarding “call delivery failure” to “automatically detects the need for alternate call routing”.

While discussing the information aid, Heather Joyner asked if anyone in the state is currently using video and imagery. This led to much discussion about policy and procedure. Pokey stated that the decision to use video and imagery is up to each PSAP and they must determine their own policy and procedure. She thought this might be a good topic for NC NENA and NC APCO.

8. Education Committee Goals – A brief overview of the suggested goals for the upcoming year was presented to the committee for discussion. A final copy will be presented at the next committee meeting.
9. NENA Call Processing Standard – Angie gave a brief overview of the NENA Call Processing Standard, NENA-STA-020.1-2020. The most notable change is to the call answering interval; 90% of all 9-1-1 calls shall be answered within ≤ 15 seconds and 95% of all 9-1-1 calls should be answered within ≤ 20 seconds. Angie noted this does not in any way mean that the 90/10 rule stated in 09NCAC 06C .209 (a) has changed. Call processing protocol for any disciplined serviced from the PSAP was also added to the standard.

Jimmy Stewart left the meeting at 10:56am.
Sheriff Hartman left the meeting at 11:31am

Adjourn – Chuck asked if there was any new business; hearing none, the meeting was adjourned.

Meeting adjourned: 11:50am.

Next Committee Meeting: Thursday, November 20 @ 10am

2021- *Draft* - Education Committee Goals

1. Develop an information sharing program to effectively communicate the Board and Staff's vision, initiatives, and responsibilities for NG911 and other state projects.
2. Explore the feasibility of expanding Board sponsored training in conjunction with the Community College system.
3. Explore the feasibility of creating a voluntary Telecommunicator Certificate Program in collaboration with the Community College system.
4. Explore methods for public outreach utilizing nontraditional media outlets.

Emergency Medical Dispatch (EMD)

Authority: G.S. 143B-1406(f)(4a) requires each primary PSAP dispatching emergency medical services to develop policies and procedures for implementing an Emergency Medical Dispatch (EMD) program approved by the North Carolina Office of Emergency Medical Services (NC OEMS). EMD instructions must be offered by a Telecommunicator who has completed an emergency medical dispatch course approved by the Office of EMS.

Policy: The PSAP shall document and maintain policies and procedures and a verifying roster of Telecommunicators' EMD certifications. Records may be maintained in electronic or other forms. Proof of certification will be presented to peer reviewers during the PSAP review process; or may be requested by the Board at any time to enable financial reviews, etc.

Telecommunicator Training Requirements

Authority: G.S. 143B-1406(f)(5b) requires persons employed as Telecommunicators who are not required to be certified by the NC Sheriffs' Education and Training Standards Commission to successfully complete a minimum of 40 hours in a nationally recognized training course for 911 Telecommunicators or a basic Telecommunicator course offered by the NC Sheriffs' Education and Training Standards Commission within one year of the date of their employment or a substantially similar minimum training acceptable to the Telecommunicator's employer.

Policy: The PSAP shall present to the peer reviewers during the PSAP review process, a Telecommunicator certificate of course completion or roster of one of the approved courses that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) or the NC Sheriffs' Education and Training Standards Commission. For any course not listed, the course must be submitted to the Education Committee for review. Documentation should be maintained on file either electronically or manually. Proof of training and/or certification may be requested by the Board at any time to enable financial reviews, etc.